Pensioner Self Service Frequently Asked Questions

Can I access Pensioner Self-Service from anywhere?

Pensioner Self-Service can be accessed anywhere from any device with internet connectivity such as a Computer, Tablet or Mobile phone.

Which internet browser should I use to access Pensioner Self-service?

You can use any web browser to access Pensioner Self-Service. However we would recommend that you use one of the following browsers:

- Google Chrome
- Safari (iPhones/iPads only)
- Firefox
- Internet Explorer

Can I reset my own password?

Yes you can do this by clicking on "Forgotten password" on the login screen. You will be prompted to input your username and registered email address. The system will then send you an email containing a link which you will need to click on to reset your password. Should your account be deactivated, please email ihounslow.help@hounslow.gov.uk.

How secure is the system?

All connectivity from the user client machine (remote device) connects over a compatible internet browser, hitting a secure web server over standard port 443, hardened with an SSL certification to protect the connection between the client and the web server. Encryption keys will also be used within the SSL which will encrypt the data between the client and web server.

What happens if I forget to log out of Pensioner Self-service?

The system will log you out after a certain time period, where there has been no user activity.

Closing the browser will also close the session.

Contact Information Section

All queries: PensionerSelfService@hounslow.gov.uk